



Title	Administration Assistant - Reception
Division	Education & Workplace Relations
Reporting To	Training Manager
Branch	The Pharmacy Guild of Australia, Queensland Branch

Organisational Relationships

- A. This position will be accountable to the Training Manager.
 - B. This position works within the Education & Workplace Relations division and may be requested to assist other team members when necessary.
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Position Objectives

The objective of this position is to provide administration assistance to the Education & Workplace Relations and Professional Services divisions to support the branch to deliver services and information to Guild members and the Pharmacy industry.

Specific Duties & Responsibilities

- A. Answers incoming telephone calls within the first three rings in a polite manner and attend to general queries.
 - B. Greets visitors to the office and attend to queries and deliveries received.
 - C. Maintains admin.training inbox and ensure all incoming faxes and emails are checked and forwarded to respective staff within set timeframes as per the procedures.
 - D. Maintains enquiry register and follow-up actions within set timeframes.
 - E. Prepares and processes daily outgoing mail.
 - F. Maintains training reception area and general office environment to a professional standard.
 - G. Maintenance of office supplies and storeroom.
 - H. Maintains availability of student resource stock levels through monitoring and ordering on a regular basis pending approval of the Training Manager.
 - I. Provides administrative support as required, including:
 - a) Supporting the administration team where required
 - b) Data entry where required
 - J. Books and provides administration support for face to face courses including resource preparation, catering and room set and clean up, when required.
 - K. Maintains all student files in accordance to VET Quality Framework, state training authority and Guild National Training policies.
 - L. Archives all student records in accordance with Guild policies and procedures.
 - M. Receipts and enters data of student evaluations into nominated survey management tools.
 - N. Undertakes general administration and reporting as requested by the Training Manager.
 - O. Adheres to all policies and procedures set by the Pharmacy Guild of Australia, Queensland Branch, VET Quality Framework, state training authority policies and any organisations or government bodies with which we have entered into a service agreement.
 - P. Prepares the training staff meeting agenda and ensures minutes are sent to the Training Manager within 48 hours of the meeting for approval before distribution to staff.
 - Q. Supports colleagues and the Education & Workplace Relations division by completing any other duties as directed by the Training Manager.
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Core Duties & Responsibilities

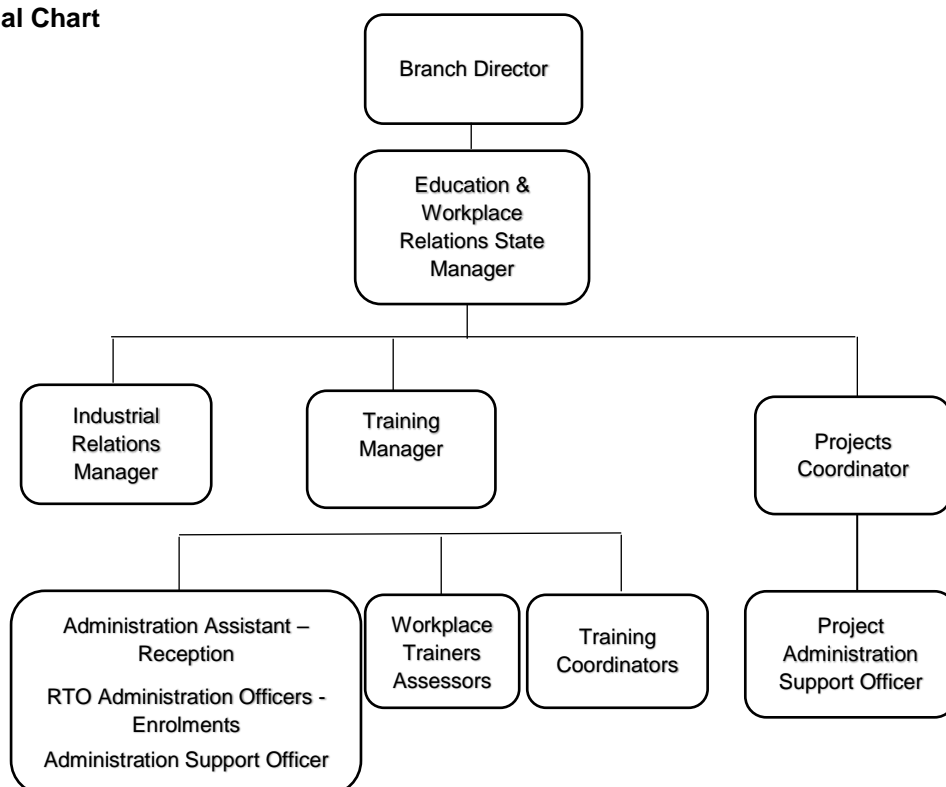
- A. Presents a positive image of the branch and provides outstanding customer service in all interactions with both internal and external customers.
- B. Ensures that members are treated respectfully and receive high quality service in all situations.

- C. Participates in building strategic relationships with both current and potential stakeholders to maximise outcomes and communicates the strengths of the Guild's offerings relative to competition, and advocates on behalf of pharmacies.
- D. Enters and maintains accurate records of member interactions in CRM database in a timely manner.
- E. Maintains the confidentiality of the intellectual property of the Pharmacy Guild of Australia, including the CRM database and other member information.
- F. Identifies and reports any non-conformances or opportunities for improvement of procedures or services (continual quality improvement) including implementation of new processes.
- G. Undertakes a proactive approach to learning about the Pharmacy Guild, and industry activities.
- H. Presents a positive image of the organisation both internally and externally.
- I. Update skills and knowledge by participating in educational opportunities.
- J. Accepts responsibility and accountability for delegated tasks, projects and leads positive action to achieve agreed outcomes.
- K. Reports as required to the Training Manager.

Essential Skills/Attributes/Qualifications

- A. Displays a methodical approach to work, with strong problem solving and analytical skills and high attention to detail.
- B. Exceptional time management, organisational and administration skills with a 'sense of urgency' attitude towards tasks and the ability to meet deadlines and prioritise tasks.
- C. Possesses a well-developed and professional standard of communication skills, verbal, written, presentation and interpersonal, including the ability to liaise with people at all levels in an informative, accurate and positive manner.
- D. Exhibits intellectual curiosity, enthusiasm to learn and embrace new challenges.
- E. Intermediate level computer skills, including Microsoft Office applications.
- F. Displays a strong work ethic with a willingness to take on additional duties and go above and beyond the call of duty.
- G. Self-motivated, with the ability to work autonomously (and in an out-of-office situation) and also contribute positively within a team environment

Organisational Chart



Prepared By	Human Resources & Quality Coordinator / Education & Workplace Relations State Manager
Authorised By	Branch Director
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